

## **ABSTRACT OF THE DISCLOSURE**

Systems and methods for checking broadband network components are provided in which an automated interactive system permits a field technician to check various conditions of a communication line or other broadband network components without the assistance of a support technician. While options to request assistance from a support technician are provided, the automated interactive system permits the field technician to perform various functions on a communication line without additional assistance, especially for routine tasks. The automated interactive system, therefore, removes efficiencies that may be associated with conventional approaches for checking broadband network components.